

ATTACHMENT 4

PERFORMANCE REQUIREMENTS SUMMARY

| Management Services | Performance Standards | Acceptable Quality Level (Max Allowable Deviation from Requirements Before Unsatisfactory) | Surveillance Method | Gov't Actions Direct Contractor Action | Deduction |
|-------------------------|--------------------------------------------------------------|--------------------------------------------------------------------------------------------|---------------------|-------------------------------------------|-------------------------------------------------------------------------------------------|
| Customer Service | Meet RDDs & transit times C.1.4, C.8.13, C.9.5.6, C.9.7.8 | No deviation | 100% inspection | Written explanation and corrective action | \$30 per POV for each day beyond the RDD, maximum 7 calendar days (maximum \$210 per POV) |
| | Maintain Proper Condition of VPC. C.8.2, C.8.5 | No deviation | Random Surveillance | Immediate Corrective action | None |
| | Transport POV to correct destination C.1.3 | No deviation | Random Surveillance | Immediate Corrective action | \$50 for each misconsignment |
| Safety | Failure to notify within 24-hours. C.4.1.7 | No deviation | Random Surveillance | Immediate Corrective action | \$100 for each violation |
| Security | Failure to notify within 24-hours. C.4.2.1 | No deviation | Random Surveillance | Immediate Corrective action | \$100 for each finding of Violation |

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| POV Processing | Process POV within 1 hour or less C.9.1.1 | 10% of the total volume per month | Random Surveillance | Written explanation of corrective action | \$25 for each failure to perform |
| | Complete Documentation Accurately C.9.3 | 5% of all documentation per month | Random Surveillance | Written explanation of corrective action | \$100 per shipment resulting in loss of accountability |
| | Difference in odometer reading; exceeds (20) miles or odometer adjustments C.9.7.5 | No deviation | Random Surveillance | Immediate corrective action | \$100 for each violation |
| Claims | Provide customer with all required documentation C.10.2.4, C.10.2.5 | 2% of all requirements per month | Random Surveillance | Immediate corrective action | None |